INVITATION TO BID	CITY OF BATON ROUGE PARISH OF EAST BATON ROUGE PURCHASING DIVISION	RESPONSES MUST BE RECEIVED BY: 10/05/2020 11:00 AM CST

TITLE: RQ20-7856 DATA ANAYLSIS SOFTWARE SYSTEM FOR COMPUTER AIDED DISPATCH

FILE NO: 7856-20 REQ NO: RQ20-7856

AD DATES: 09/16 & 09/23

RETURN BID TO:
PURCHASING DIVISION

Mailing Address:	**Physical Address:**
PO Box 1471	222 St. Louis Street
Baton Rouge, LA 70821	8th Floor Room 826
	Baton Rouge, LA
70802	

SHIP TO ADDRESS:

Contact Regarding Inquiries:
Purchasing Analyst : **Donald Hunter**
Telephone Number: **225-389-3259 x 309**
Email: **dhunter@brla.gov**

VENDOR NAME	MAILING ADDRESS
REMIT TO ADDRESS	CITY, STATE, ZIP
TELEPHONE NO. FAX NO.	E-MAIL
FEDERAL TAX ID OR SOCIAL SECURITY NUMBER	TITLE
AUTHORIZED SIGNATURE	PRINTED NAME

QUESTIONS TO BE COMPLETED BY VENDOR:

1. _____ STATE DELIVERY DAYS MAXIMUM AFTER RECEIPT OF ORDER

2. _____ % discount for payment made within 30 days. Discount for payment made in less than 30 days, or less than 1%, or applicable to an indefinite quantity contract will be accepted but not an award consideration.

3. _____ STATE ENUMERATED ADDENDA RECEIVED (IF ANY)

F.O.B.: DESTINATION   -   PAYMENT TERMS: NET 30
ALL BLANKS ON THIS PAGE SHOULD BE COMPLETED TO AVOID REJECTION OF BID

The signature on this document certifies that proposer has carefully examined the instructions to bidders, terms and specifications applicable to, and made a part of this solicitation. By submission of this document, proposer further certifies that the prices shown are in full compliance with the conditions, terms and specifications of this solicitation.

No alterations, changes or additions are allowed on this solicitation, and no additional information, clarifications or other documents are to be included unless specifically required by the specification. Any errors in extensions of prices will be resolved in favor of unit prices submitted.

If services are to be performed in East Baton Rouge City-Parish, evidence of a current occupational license and/or permit issued by the City-Parish shall be supplied by the successful vendor, if applicable.

INSTRUCTIONS TO BIDDERS / TERMS & CONDITIONS - SEALED BIDS

Bidders are urged to promptly review the requirements of this specification and submit questions for resolution as early as possible during the bid period. Questions or concerns must be submitted in writing to the purchasing division during the bid period. Otherwise, this will be construed as acceptance by the bidders that the intent of the specifications is clear and that competitive bids may be obtained as specified herein. Protests with regard to the specification documents will not be considered after bids are opened.

1. Read the entire bid, including all terms and conditions and specifications.

2. Bids are mailed only as a courtesy. The City - Parish does not assume responsibility for failure of bidders to receive bids. Bidders should rely only on advertisements in the local newspaper, and should personally pick up bids and specifications. Full information may be obtained, or any questions answered, by contacting the Purchasing Division, 222 Saint Louis Street, 8th Floor, Room 826, Baton Rouge, LA 70802 or by calling (225) 389-3259.

3. The bid number, bidder's name, address and bid opening date should be clearly printed or typed on the outside of the bid envelope. Only one bid will be accepted from each bidder for the same job. Alternates will not be accepted unless specifically requested in the proposal. Submission of more than one bid or alternates not requested may be grounds for rejection of all bids by the bidder.

4. The method of delivery of bids is the responsibility of the bidder. All bids must be received by the Purchasing Division on or before the specified bid opening date and time. Late bids will not be considered under any circumstances.

5. Failure to deliver within the time specified in the bid will constitute a default and may cause cancellation of the contract. Where the city has determined the contractor to be in default, the city reserves right to purchase any or all products or services covered by the contract on the open market and to charge the contractor with cost in excess of the contract price. Until such assessed charges have been paid, no subsequent bid from the defaulting contractor will be considered.

6. The City Parish specifically reserves the right to evaluate bids and award items separately, grouped or on an all or none basis, to accept the bid which is in the best interest of the City parish, and to reject all proposals if that is in the best interest of the City Parish.

7. Except for bids submitted through the www.bidexpress.com on-line bidding site, bids shall be accepted only on bid forms furnished by the City of Baton Rouge and Parish of East Baton Rouge Purchasing Division. Altered or incomplete bids (including non-acknowledgement of addenda issued, if any), or the use of substitute forms or documents, shall render the bid non-responsive and subject to rejection.

8. All bids must be typed or written in ink. Any erasures, strikeover and/or changes to prices should be initialed by the bidder. Failure to initial may be cause for rejection of the bid as non-responsive.

9. All bids must be manually signed by a properly authorized party. Failure to do so shall cause the bid to be rejected as non-responsive.

10. Where one or more vendor's exact products or typical workmanship is designated as the level of quality desired or equivalent, the Purchasing Division reserves the right to determine the acceptability of any equivalent offered.

11. Detailed factory specifications, illustrative literature and any deviations should be submitted with bid as required by the specifications or on the bid form. Representative samples shall be submitted upon request, if appropriate. Bidders proposing an equivalent brand or model should submit with the bid information (such as illustrations, descriptive literature, and technical data) sufficient for the City to evaluate quality, suitability, and compliance with the specifications in the solicitation.

12. Written addenda issued prior to bid opening which modifies the bid shall become a part of the bid, and shall be incorporated within the purchase order and/or contract. Only a written interpretation or correction by Addendum shall be binding. Bidders shall not rely upon any interpretation or correction given by any other method. Failure to acknowledge receipt of addenda (if any) shall render the bid non- responsive and subject to rejection.

13. For Printing solicitations, artwork, dies and/or molds shall become the property of the City - Parish Government and must be returned to the Purchasing Division, 222 Saint Louis Street, 8th Floor, Room 826, Baton Rouge, LA 70802, upon completion of the order.

14. All applicable chemicals, herbicides, pesticides and hazardous materials must be registered for sale in Louisiana by the Department of Agriculture, State of Louisiana, registered with the EPA and must meet all requirements of Louisiana State Laws. Bidders must submit product label, material safety data sheet and EPA registry number with bid. This information will be required on any subsequent deliveries if there is a change in chemical content or a different product is being supplied. Failure to submit this data may be cause for the bid to be rejected or the contract canceled.

15. Delivery of items must be made on time to City - Parish final destinations within East Baton Rouge Parish. All freight charges shall be prepaid by vendor. Late deliveries or unsatisfactory performance may be cause to cancel the Purchase Order or contract.

16. The State of Louisiana Code of Governmental Ethics places restrictions on awarding contracts or purchase orders to persons who are employed by any agency of the City - Parish Government, or any business of which he or his spouse has more than a twenty-five percent (25%) interest. The Code also prescribes other restrictions against conflict of interest and establishes guidelines to assure that appropriate ethical standards are followed. If any question exists regarding potential violation of the Code of Ethics, bidders should contact the Purchasing Division prior to submission of the bid. Any violation of the Code of Ethics shall be grounds for disqualification of bid or cancellation of contract.

17. All Prices bid shall remain in effect for a period of at least sixty (60) days. City - Parish purchases are excluded from state and local taxes.

18. Acceptance of award by vendor, either in writing or by shipment of any article described herein, shall effectuate a contract between City - Parish and vendor for the materials described herein, and no additional conditions or amendments shall have any effect unless approved in writing by City - Parish.

19. Bidders may attend the bid opening, but no information or opinions concerning the ultimate contract award will be given at the bid opening or during the evaluation process. Information pertaining to completed files may be secured by visiting the EBR City Parish Purchasing office during normal working hours.

20. The City - Parish is an equal opportunity employer, and does not discriminate against anyone on the basis of race, sex, creed, color, religion, national origin, ancestry, reprisal, disability, sexual orientation, marital status or political affiliation.

21. In accordance with Louisiana Revised Statutes, a preference may be allowed for equivalent products produced, manufactured or grown in Louisiana and/or firms doing business in the State of Louisiana. Do you claim this preference if allowed? YES _____ NO____. If this preference is claimed, attach substantiating information to the proposal to show the basis for the claim.

22. Right To Audit Clause: The Contractor shall permit the authorized representative of the City-Parish to periodically inspect and audit all data and records of the Contractor relating to his performance under this contract.

23. Terms and Conditions: This solicitation contains all terms and conditions with respect to the purchase of the goods and/or services specified herein. Submittal of any contrary terms and conditions may cause your bid to be rejected. By signing and submitting a bid, vendor agrees that contrary terms and conditions which may be included in their bid are nullified; and agrees that this contract shall be construed in accordance with this solicitation and governed by the laws of the State of Louisiana as required by Louisiana Law.

24. In accordance with the provisions of LA. R.S. 38:2212.9, in awarding contracts after August 15, 2010, any public entity is authorized to reject the lowest bid from, or not award the contract to, a business in which any individual with an ownership interest of five percent or more has been convicted of, or has entered a plea of guilty or *Nolo Contendere* to any state felony crime or equivalent federal felony crime committed in the solicitation or execution of a contract or bid awarded under the laws governing public contracts under the provisions of Chapter 10 of this Title, professional, personal, consulting, and social services procurement under the provisions of Chapter 16 of Title 39 of the Louisiana Revised Statutes of 1950, or the Louisiana Procurement Code under the provisions of Chapter 17 of Title 39 of the Louisiana Revised Statutes of 1950.

25. Certification of no suspension or debarment. By signing and submitting any bid for $25,000 or more, the bidder certifies that their company, any subcontractors, or principals are not suspended or debarred by the general services administration (GSA) in "Audit Requirements In subpart F of the Office of Management and Budget's uniform administrative requirements, cost principles, and audit requirements for federal awards" (Formerly OMB circular a-133).

   A list of parties who have been suspended or debarred can be viewed via the internet at http://www.sam.gov.

26. Bid prices shall include delivery of all items F.O.B. destination or as otherwise provided. Bids containing "Payment in Advance" or "C.O.D. requirements may be rejected. Payment is to be made within 30 days after receipt of properly executed invoice or delivery, whichever is later.

27. Bidders may attend the bid opening, but no information or opinions concerning the ultimate contract award will be given at the bid opening or during the evaluation process. Bids may be examined within 72 hours after bid opening. Information pertaining to completed files may be secured by visiting the Purchasing Division during normal working hours. Written bid tabulations may be accessed at: http://city.brla.gov/dept/purchase/bidresults.asp.

28. Contractor agrees, upon receipt of written notice of a claim of a claim or action, to defend the claim or action, or take other appropriate measure, to indemnify, and hold harmless, the city, its agents and employees from and against all claims and actions for bodily injury, death or property damages caused by fault of the contractor, its officers, its agents, or its employees. Contractor is obligated to indemnify only to the extent of the fault of the contractor, its officers, its agents, or its employees, however the contractor shall have no obligation as set forth with respect to any claim or action from bodily injury, death or property damages arising out of the fault of the City, its officers, its agents, or its employees.

29. In accordance with Louisiana Law (R.S. 12:262.1 and 12:1308.2), all corporations and limited liability companies must be in good standing with the Louisiana Secretary of State at the time of execution of the contract.

30. Vendors submitting signed bids agree to EEOC compliance and certify that they agree to adhere to the mandates dictated by Title VI and VII of the Civil Right Act of 1964, as amended by the Equal Opportunity Act of 1972, Federal Executive Order 11246, the Federal Rehabilitation Act of 1973, as amended, the Vietnam Era Veteran's Readjustment Assistance Act of 1974, Title IX of the Education Amendments of 1972, the Age Act of 1975, and agrees to abide by the requirements of the Americans with Disabilities Act of 1990.

   Bidders must agree to keep informed of and comply with all federal, state and local laws, ordinances and regulations which affect their employees or prospective employees.

31. The City of Baton Rouge, Parish of East Baton Rouge launched a new Enterprise Resource Planning (ERP) system, Vendor Self Service (VSS) via Munis. VSS replaced the legacy vendor database and will be used by all departments and agencies citywide.

   Vendor Self-Service (VSS) enables vendors to register and maintain information about their organization for the purpose of doing business with City-Parish and receive notifications of business opportunities. The City-Parish procurement activities are subject to the State of Louisiana Public Bid Law, local city-parish ordinances as well as applicable federal statutes as directed by grant providers. Vendors must be registered to receive bid notifications.

   New vendors or existing vendors who need to create a VSS account can do so clicking the Registration link at http://brla.gov/vss. Vendors are encouraged to review the step by step https://www.brla.gov/DocumentCenter/View/4899/Vendor-Self-Service-Registration-Guide-PDF before beginning the registration process which may be assessed at https://www.brla.gov/DocumentCenter/View/4899/Vendor-Self-Service-Registration-Guide-PDFide.

   Additional information regarding how to do business with EBR City-Parish is available at: https://www.brla.gov/DocumentCenter/View/678.

   We also post our scheduled bid openings, as well as unofficial bid tabulations after the bids have opened at http://city.brla.gov/dept/purchase/bids.asp.

Note: Commodity codes are required for setting up your profile. These numbers tell us what commodities and services that you can provide. When agencies request products or services, our buyers pull directly from these numbers to send out solicitations, bids, and quotes. The first 3 numbers are the class numbers; the subclasses are two digit numbers that better describe the commodity or service. For questions regarding commodity codes, please contact purchasing at (225) 389-3259 Ext 0.

Important! - A W-9 Form is required in order to do business with City-Parish. Part of the online enrollment process requires you to upload a completed W-9 form. Please have the completed form in an electronic format so that you can submit it as part of the registration process. The W-9 form can be downloaded from the IRS website. We have created step by step directions on how to properly complete the W-9 Form.

FEDERAL CLAUSES, IF APPLICABLE.

I. Remedies for Breach

Bidder acknowledges that contracts in excess of the simplified purchase threshold ($150,000.00) shall contain provisions allowing for administrative, contractual, or legal remedies for contractor breaches of the contract terms, and shall provide for such remedial actions as appropriate.

II. Termination and Settlement

Bidder acknowledges that contracts in excess of $10,000.00 shall contain termination provisions including the manner in which termination shall be effected and the basis for settlement. In addition, such provisions shall describe conditions for termination due to fault and for termination due to circumstances outside of the contractors' control.

III. Access to Records

Bidder acknowledges that all contracts (except those for less than the small purchase threshold) shall include provisions authorizing the recipient, US Funding Agency, the Comptroller General, or any of their duly authorized representatives access to all books, documents, papers, and records of the contractor which are directly pertinent to a specific program for the purpose of making audits, examinations, excerpts, and transcriptions.

IV. Equal Employment Opportunity

Bidder acknowledges that all contracts shall contain provisions requiring compliance with

E.O. 11246, "Equal Employment Opportunity," as amended by E.O. 11375, "Amending Executive Order 11236 Relating to Equal Employment Opportunity," and as supplemented by regulations at 41 CFR part 60, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Dept. of Labor.

V. Copeland "Anti-Kickback" Act

Bidder acknowledges that all construction/repair contracts and sub-grants in excess of $2,000 shall include provisions requiring compliance with the Copeland "Anti-kickback" Act (18 U.S.C. §3141-3148), which provides that each contractor or sub-recipient shall be prohibited from inducing any person employed in the construction, completion, or repair of public work, to give up any part of the entitled.

VI. Davis-Bacon Act

Bidder acknowledges that all construction contracts in excess of $2,000 shall include a provision for compliance with the Davis-Bacon Act, which requires contractors to pay laborers and mechanics wages at a rate not less than the minimum wages specified in a wage determination made by the Secretary of Labor. Additionally, contractors shall be required to pay wages not less than once a week.

VII. Contract Work Hours and Safety Standards Act

Bidder acknowledges that all construction contracts in excess of $2,000, and all other contracts involving the employment of mechanics or laborers in excess of $2,500 shall include provisions for compliance with sections 102 and 107 of the Contract Work Hours and Safety Standards Act, which requires each contractor to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and one-half times the basic rate of pay for all hours worked in excess of 40 hours. Section 107 is applicable to construction work and provides that no laborer or mechanic shall be required to work in surroundings or under working conditions that are unsanitary, hazardous, or dangerous.

VIII.   Rights to Inventions Made Under a Contract or Agreement

Bidder acknowledges that contracts for the performance of experimental, developmental, or research work shall include provisions providing for the rights of the Federal Government and the recipient in any resulting invention in accordance with 37 CFR part 401, "Rights to Inventions Made by Nonprofit Organizations and the Small Business Firms Under Governments Grants, Contracts, and Cooperative Agreements"

IX. Clean Air Act

Bidder acknowledges that the Clean Air Act (CAA) is the comprehensive federal law regulating air emissions from stationary and mobile sources. Among other things, this law authorizes EPA to establish National Ambient Air Quality Standards (NAAQS) to protect public health and public welfare and to regulate emissions of hazardous air pollutants

X. Clean Water Act.

The contractor hereby agrees to adhere to the provisions which require compliance with all applicable Standards, orders, or requirements issued under section 508 of the clean water act which prohibits the use under non-exempt Federal contracts, grants or loans of facilities included on the EPA list of violating facilities

XI. Energy policy and conservation act

The contractor hereby recognizes the mandatory standards and policies relating to energy Efficiency which is contained in the state energy conservation plan issued in compliance with the energy policy and Conservation act (P.L. 94-163).

Bidders must agree to keep informed of and comply with all federal, state and local laws, ordinances and regulations which affect their employees or prospective employees.

INQUIRY PERIOD

An inquiry period is hereby firmly set for all interested bidders to perform a detailed review of the bid documents and to submit any written questions relative thereto. *Without exception*, all questions MUST be in writing and received by 5:00 pm on the Inquiry Deadline date **09/24/2020.** Inquiries shall not be entertained thereafter. Inquiries are to be directed as follows:

Hand Delivered or by Courier
Donald Hunter, Purchasing Analyst II
City-Parish Purchasing Department
222 St. Louis Street, Room 826
Baton Rouge, LA 70821

By email: dhunter@brla.gov   By fax: (225) 389-4841

The City-Parish shall not and cannot permit an open-ended inquiry period, as this creates an unwarranted delay in the procurement cycle and operations of our departments. The City-Parish reasonably expects and requires *responsible and interested* proposers to conduct their in-depth proposal review and submit inquiries in a timely manner.

BID OPENING ATTENDANCE SPECIAL PROVISION PHONE CONFERENCE DUE TO COVID-19 EMERGENCY

Due to the COVID-19 emergency situation the City of Baton Rouge and Parish of East Baton Rouge, Purchasing Division, is temporarily suspending in-person attendance by vendors at public bid openings for bids published by our office until the suspension of public attendance of bid openings is lifted, any vendor who would like to listen to the opening of this bid can attend via teleconference with the information below on the date and time of this bid opening:

Join by phone
+1-408-418-9388 United States Toll
Access code: 263 373 080 (followed by the # button)

Alternate numbers to call if number above is not available, which may occur due to network traffic (use the same Access Code, followed by the # button):

United States Toll (Boston) +1-617-315-0704
United States Toll (Chicago) +1-312-535-8110
United States Toll (Dallas) +1-469-210-7159
United States Toll (Denver) +1-720-650-7664
United States Toll (Jacksonville) +1-904-900-2303
United States Toll (Los Angeles) +1-213-306-3065

This teleconference number will provide you with live audio access to this bid opening. The link will be live at the noted bid opening time for the date of bid opening.

All other terms & conditions remain unchanged.

CONTRACTOR'S AND SUB CONTRACTOR'S INSURANCE

Contractor and any subcontractor shall carry and maintain at least the minimum insurance as specified below until completion and acceptance of the work. Contractor shall not commence work under this contract until certificates of insurance have been approved by the City-Parish Purchasing Division. Insurance companies listed on certificates must have industry rating of A-, Class VI or higher, according to Best's Key Rating Guide. Contractor is responsible for assuring that its subcontractors meet these insurance requirements.

A. Commercial General Liability on an occurrence basis as follows:

General Aggregate	$2,000,000
Products-Comp/Op Agg	$1,000,000
Personal & Adv Injury	$1,000,000
Each Occurrence	$1,000,000
Fire Damage (Any one fire)	$ 50,000
Med Exp	$ 5,000

B. Business Auto Policy

Any Auto, or	Combined Single Limit
Owned, Non-Owned & Hired	$300,000

C. Standard Workers Compensation - Full statutory liability for State of Louisiana with Employer's Liability Coverage.

D. The City of Baton Rouge and Parish of East Baton Rouge, must be named as additional insured on all general liability policies described above.

E. **Waiver of subrogation** in favor of City of Baton Rouge and Parish of East Baton Rouge, is required from Workers Compensation Insurer.

F. Certificates must provide for thirty (30) days written notice to Certificate Holder prior to cancellation or change.

G. The Certificate Holder should be shown as:

> City of Baton Rouge and Parish of East Baton Rouge
> Attn: Purchasing Division
> Post Office Box 1471
> Baton Rouge, Louisiana 70821

PRICING SHEET

The brand and model used in this specification is used only to denote the general style, type, character and quality standard of the supplies requested. Please note the brand and model that you are bidding in the designated spaces provided.   If bidding other than specified, sufficient information should be enclosed with the bid to in order to determine quality, suitability, compatibility and compliance with the specifications.

ITEM	DESCRIPTION	QTY	UNIT	UNIT PRICE	TOTAL
0001	FIRSTWATCH software system or approved equal according to the specifications. State Brand and Model Bidding: _____ _____	1	JOB	$_____	$_____

General: It is the intent of these specifications to provide for the purchase and installation of the FIRSTWATCH System Software or approved equal to be used by the Department of Emergency Medical Services. The evaluation of the services offered and the determination of the lowest responsive and responsible bidder will be the sole responsibility of the Purchasing Division after consultation with the using agency. The brand and model used in this specification is used only to denote the general style, type, character and quality standard of the supplies requested. Please note the brand and model that you are bidding in the designated spaces provided.

If bidding other than specified, sufficient information should be enclosed with the bid to in order to determine quality, suitability, compatibility and compliance with the specifications. If requested, information shall be submitted within 7 days.

The following specifications should be included:

SPECIFICATIONS

Bidder's Note: Bidder should complete every item described in detail in the "Specification Descriptions" section either by entering a check mark in the space provided to indicate the item being bid is exactly as specified, or entering a written description to indicate any proposed item which deviates from the specifications.

FIRSTWATCH Software System or approved equal SYSTEM FUNCTIONALITY		
Specification Descriptions	**Meets Specifications YES / NO**	**Bidder's Deviation**
Shall provide a user login and password component, which allows for different levels of access to the system and data		
Shall automatically identify new calls, recently updated calls and recently closed calls for service within the data of the computer aided dispatch (CAD), electronic patient care reporting (ePCR) and ProQA systems		
Shall be hosted, web-based architecture which allows for approved users to securely access the system from anywhere with internet access.		
Shall provide a web-based portal where the data can be displayed		
Shall provide at a minimum user defined data views/analysis with the capability of alerting based on the following types of data views: trend/pattern analysis, geo-cluster detection, event/situational awareness detection, operational key performance indicator monitoring		
Web-based portal shall allow the end-user to view the data in a variety of ways. Display options shall include, at a minimum, the following views: a. Listing of qualified events/calls where applicable, the system must be able to sort by chronology, priority,		

Specification Descriptions	Meets Specifications YES / NO		Bidder's Deviation
incident type, units assigned			
b. Graphs/Charts - Display of results for applicable analysis methods			
c. GIS incident mapping – Display of qualified events including geo-spatial, temporal, thematic, and cluster detection. The system shall allow for filtering and basic information display by mouse over icon			
Shall analyze system data against any combination of Standard Deviation, Syndrome-to-All, cumulative sum control chart (CUSUM) and Geographic Clustering analysis models as determined by customer. The Standard Deviation and Syndrome-to-All analysis methods shall evaluate events by hour of day, day of week for trending analysis.			
Shall provide near real time (moments old) analysis of both event trends and key performance indicators based on data from the system			
The near real-time analysis component shall examine user defined qualifying incidents within a predetermined user defined surveillance period for each data view			
Shall allow the application of user defined threshold levels, which, when met or exceeded, trigger distribution of alerts to pre-defined agency personnel by E-mail, Fax or Simple Text Messages to email addressable mobile devices			
Shall allow alerts to be sent to different alert recipients based on each data view			

	FIRSTWATCH Software System or approved equal SYSTEM FUNCTIONALITY		

Specification Descriptions	Meets Specifications YES / NO		Bidder's Deviation
Surveillance periods, thresholds and alert recipients shall be applied independently to each data view			
Shall allow at least 20 independent sets of user defined data views/analysis of event types, thresholds and alert recipients			
Shall provide web enabled displays of automatically generated charts, graphs and maps depicting statistically significant trends and spikes of event trends, without need of duplicate data entry			
Shall allow the same data display types that are available in the web portal to be sent to alert recipients as a result of thresholds or alerting conditions being met or exceeded. Data shall be specific to the near real time surveillance period data and applicable threshold. Detailed alert notifications shall be sent via simple mail transfer protocol (SMTP) emails in hypertext mark-up language (HTML) or portable document format (PDF).			
Shall allow authorized users to drill down into incident data without having to log into the CAD, ePCR or ProQA vendor's systems			
Shall provide a near real time Dashboard display of user definable data points in an easy to read gauge driven format			
In addition to the near real time surveillance period analysis, the solution shall also provide an ad-hoc utility, which will allow an authorized user the ability to set date/time parameters for retrospective analysis of the same functions that are available in the near real time data views			
Shall allow each user to choose their own selection of available dashboard gauges based on their area of interest, responsibility and level of access			
Dashboard shall allow each user the ability to change gauges, based on availability and their access level, using tools provided on			

FIRSTWATCH Software System or approved equal SYSTEM FUNCTIONALITY			
Specification Descriptions	**Meets Specifications YES / NO**		**Bidder's Deviation**
the dashboard interface			
Dashboard shall provide the option of displaying gauges as well as charts and maps			
Shall provide each display screen for the data views with a refresh rate control setting that is user definable and will include increments from 1 minute to 20 minutes as well as a "No Refresh" option			
Dashboard shall be set to a fixed refresh rate of five minutes			
Any graphic images displayed as Maps or Charts shall be "savable" using standard Windows Right click functions and saved in standard file format options			
Unless a user is logged in and actively using the Web Portal, the system shall run in the background			
Dashboard display shall be interactive and allow users to access underlying detailed data by clicking or drilling into each gauge			
Dashboard shall provide a section to display a listing summary of qualified events with drilldown access to details			
Dashboard shall provide the ability to display time compliance overage for performance-based data views in the event listing, in addition to only displaying the events that were outside of the specified time compliance standard.			
Dashboard shall provide the ability to display hourly count of events for a specified data view			
Dashboard shall provide the ability to export the listing summary of events to MS Excel or Keyhole Markup Language (KML)			

FIRSTWATCH Software System or approved equal
SYSTEM FUNCTIONALITY

Specification Descriptions	Meets Specifications YES / NO		Bidder's Deviation
Gauges displaying performance indicators shall allow the user to view compliance percentage within a current surveillance period as well as in a Month–To-Date surveillance period			
Gauges for standard surveillance information shall display counts and thresholds for the defined surveillance period			
Ability to provide configurable tabs and layouts of the dashboard by individual users			
Mapping component shall be provided as ESRI ArcGIS displays or approved equal			
Mapping component shall have standard control tools to zoom in/out, Pan up/down/left/right, and resize			
Mapping component shall pinpoint incident locations with icon or pushpin graphic, which allow the user to display basic incident information simply by passing the cursor over the graphic.			
Shall provide a method of analyzing near real time data for pre-defined keywords or phrases and send an alert when a match is detected.			
Shall provide an optional method for alert recipients to enter acknowledgment of alert receipt as well as a description of actions taken and comments related to alert. The alert recipient should have the ability to print or email this information to other designated alert recipients.			
Shall provide the ability to retrieve historical alerts from within the ad-hoc retrospective analysis utility.			
Shall provide the ability to analyze increased or decreased volumetric activity over long periods, through a time series chart made available from the ad-hoc retrospective analysis utility.			

FIRSTWATCH Software System or approved equal **SYSTEM FUNCTIONALITY**		
Specification Descriptions	**Meets Specifications YES / NO**	**Bidder's Deviation**
Shall have the ability, as an optional link records from other data sources, providing there is a unique relational identifier. Linked records would be available for drill-down access from within the associated data views. For example, one could open the detailed CAD and ProQA record from within a single data view.		
Shall provide geo-fencing detection and alerting. For example, detect any qualified events within a specific geographic, area as defined by the geo-fence, and generate an alert of said event(s).		
Shall provide the ability to analyze, detect and send alerts based on user defined sentinel qualified events for situational awareness purposes		

Shall provide the ability to specify custom alerting methods based on trending analysis for each defined data view. At a minimum, the following alerting methods shall be supported:
  a. Multiple over time – threshold exceeded X times over Y period
  b. Duration – exceeds threshold for a duration of specified time
  c. Rate of Rise – actual events increased by X% over Y period
  d. Data Points Rising – X number of consecutive data points increased for actual events.
Static Thresholds – Fixed threshold X Events		

ProQA Dashboard: The system shall provide a dashboard allowing supervisors to monitor incidents by ProQA determinants, or dispatch levels associated with key metrics in terms of case entry performance.		
ProQA: An in depth analysis can be done on demand to monitor aspects of dispatch performance by individual or shift.		
ProQA Dashboard: At a minimum, the ProQA dashboard shall monitor the following:		

FIRSTWATCH Software System or approved equal SYSTEM FUNCTIONALITY			
Specification Descriptions	**Meets Specifications YES**	**/ NO**	**Bidder's Deviation**
e. Average Case Entry & Dispatch Time f. Count of cases handled by Operator g. Breakdown of key task times h. Distribution of call levels i. Key outliers for incidents for review			

FIRSTWATCH Software System or approved equal PERFORMANCE MEASUREMENT			
Specification Descriptions	**Meets Specifications YES**	**/ NO**	**Bidder's Deviation**
The system shall use a combination of user-defined data filter criteria for measuring, monitoring and automating notifications of performance compliance at overall system wide and individual levels (units and people). Importance of this section include the data filtering monitoring of Key Performance Indicators (pre-defined) while providing a new aggregated view of the overall individual performance compliance using the same defined criteria.			

FIRSTWATCH Software System or approved equal CLINICAL QUALITY ASSURANCE & QUALITY IMPROVEMENT TOOL			
Specification Descriptions	**Meets Specifications YES**	**/ NO**	**Bidder's Deviation**
Must provide ability to integrate and utilize electronic patient care reporting (ePCR) automated and in near real-time for clinical analysis and protocol monitoring.			
Must provide Real-Time Automated Quality Assurance/Quality Improvement (QA/QI) tool measuring protocol compliance, documentation of quality and patient outcomes.			

Specification Descriptions	Meets Specifications YES / NO		Bidder's Deviation
Clinical QA/QI Tool must be designed to watch for deviations in expected treatments to medical protocols.			
The QA/QI Tool must provide the ability to track individual medic performance to overall system performance and provide medics with feedback during their shift as needed based on real-time information.			
Clinical QA/QI Tool must be Web based and flexible in design of workflow and is highly customizable to meet the unique needs of the various stakeholders throughout the organization with access anywhere there is Internet connectivity.			
Provide a queue based tool allowing members of the QA/QI, risk management and the Medical Director's office to monitor and have access to the call data (ePCR) evaluating specific quality oriented protocols, tests and outcomes.			
Clinical QA/QI Tool must provide continuous monitoring of electronic patient records to quickly identify and provide real-time alerts concerning protocol safety issues.			
Must provide multiple data source integration (e.g. 911 Phone, CAD, ePCR, ProQA, Hospital Data, etc.) allowing the ability to capture relevant data that can be used to evaluate against the systems protocols. Protocols should be customizable to the customer measurements looking for quality metrics driven by customer focused initiatives as well as regional or state level mandates.			

FIRSTWATCH Software System or approved equal
NETWORK CONTINUITY

Specification Descriptions	Meets Specifications YES / NO		Bidder's Deviation
Shall provide a highly redundant, robust infrastructure designed to quickly and automatically identify and mitigate problems and maximize uptime			
Shall incorporate a network designed to be redundant in nature, providing multiple data paths to at least two off-site data centers			

Specification Descriptions	Meets Specifications YES / NO		Bidder's Deviation
Shall be designed to identify, log, alert and whenever possible automatically restart application services if they become unresponsive			
Shall be supported by a 24/7 on-call support technician			
Shall automatically alert the support technician as soon as problems are detected			
Shall incorporate a "heartbeat" sent from the deployment site to vendor's off-site data centers to verify continuous connectivity			
Shall automatically notify the vendor's support technician in the event that "heartbeats" are not being received from the deployment site			
Shall incorporate a combination of redundant data circuits, circuit testing and automated switching processes to mitigate downtime and notify the on-call support technician of any outages			
Shall provide a highly redundant, robust infrastructure designed to quickly and automatically identify and mitigate problems and maximize uptime			

FIRSTWATCH Software System or approved equal
SOLUTION CONFIGURATION

Specification Descriptions	Meets Specifications YES / NO		Bidder's Deviation
Shall run in a client (local) / server (hosted) based environment			
Shall provide a browser-based end user interface accessible by any common computer, tablet or smartphone with internet connectivity to review data			

FIRSTWATCH Software System or approved equal
WEB BROWSER CAPABILITY

Specification Descriptions	Meets Specifications YES / NO		Bidder's Deviation
Shall be optimized for Internet Explorer 9 and above, but viewable in other PC and Mac browsers, including Chrome, FireFox, Safari, Opera, etc.			

FIRSTWATCH Software System or approved equal LOCAL SERVER/WORKSTATION CONFIGURATION		
Local Server/Workstation application(s) shall have the option of running on a dedicated physical or virtual local Server/Workstation and shall be Windows based		
The deployment site (local) application server shall run all applications as a Windows service		

FIRSTWATCH Software System or approved equal DATA BASE AND OPERATING SYSTEM		
Specification Descriptions	**Meets Specifications YES / NO**	**Bidder's Deviation**
Local hardware requirements: Minimum Operating System requirements of Microsoft Windows Server 2012 or Windows 10 Professional. Preferred: Windows Server 2016		
Data Center(s): Relational Database Management Systems shall be a minimum of MS SQL Server 2017		

FIRSTWATCH Software System or approved equal DATA ENCRYPTION		
Specification Descriptions	**Meets Specifications YES / NO**	**Bidder's Deviation**
Shall automatically prepare data for transmission to data centers, internally behind the deployment site firewall and compressed to decrease network bandwidth usage and improve efficiency		
Shall automatically encrypt data using triple Data Encryption Standard (DES) Triple Data Encryption Algorithm (TDEA/TDES) 168-bit variable key-size block cipher encryption		
The deployment site application shall automatically establish a secure connection with the vendor's data center(s) and authenticate using a key-level authentication		

Specification Descriptions	Meets Specifications YES / NO		Bidder's Deviation
After authentication, the encrypted data shall be transmitted to vendor's data center via secure socket layer (SSL) or secure hash algorithm 2 (SHA2) 2048-bit encryption.			

FIRSTWATCH Software System or approved equal
DATA EXPORT

Specification Descriptions	Meets Specifications YES / NO		Bidder's Deviation
System dashboard shall provide the ability to export in MS Excel format			
System dashboard shall provide the ability to export in Key Hole Mark-up Language (KML) format			
Optionally, the system shall provide the ability to export reports data to a variety of formats through MS SQL Server Reporting Services (SSRS) – including extensible mark-up language (XML), MS Excel, MS Word, PDF, multipurpose internet mail extensions hyper text mark-up language (MIME HTML), tagged image file format (TIFF) File, and comma separated values (CSV).			

FIRSTWATCH Software System or approved equal
USER SECURITY

Specification Descriptions	Meets Specifications YES / NO		Bidder's Deviation
The system shall extend each user's full or limited data access setting to the web portal as well as event drill down and alert details			

FIRSTWATCH Software System or approved equal
SYSTEM REDUNDANCY AND CO-LOCATION SERVICES

Specification Descriptions	Meets Specifications YES / NO		Bidder's Deviation
At a minimum, the solution shall have four levels of redundancy across at least two data centers			

Specification Descriptions	Meets Specifications YES / NO		Bidder's Deviation
In addition to other redundancy and security features herein defined, the system shall store data within a Co-Location service provider with a minimum of a Tier 3 data center rating			
Data Center shall provide redundant data circuits, power, and cooling			

FIRSTWATCH Software System or approved equal
SINGLE VENDOR SOLUTION

Specification Descriptions	Meets Specifications YES / NO		Bidder's Deviation
Shall be a single vendor solution			

FIRSTWATCH Software System or approved equal
INTERFACES

Specification Descriptions	Meets Specifications YES / NO		Bidder's Deviation
Shall have an existing integration with CentralSquare's TriTech Inform CAD, ESO's electronic patient care record (ePCR) and Priority Dispatch's ProQA data.			

FIRSTWATCH Software System or approved equal
DATA OWNERSHIP

Specification Descriptions	Meets Specifications YES / NO		Bidder's Deviation
Regardless of data location, any data originating from the source CAD, ePCR and ProQA systems remains the property of the agency along with any calculation or analysis work product created from said data			

FIRSTWATCH Software System or approved equal
EXPERIENCE

Specification Descriptions	Meets Specifications YES / NO		Bidder's Deviation
Selected vendor shall have at least 10 years of experience in near real time data analysis and custom report generation within the public safety arena. *(Provide Proof of Secretary of State registration)*			

Selected vendor shall have a track record of successfully interfacing with 3rd party public safety application Databases such as Computer Aided Dispatch (CAD), ProQA emergency medical dispatcher, and Records Management Systems (RMS) *(Provide 3 References to confirm experience specification – See Experience Section)*		23	
Selected vendor shall have a proven track record of securing sensitive, private and protected data of the type held by public safety agencies *(Provide 3 References to confirm experience specification – See Experience Section)*			
In the event that data processed may potentially include medical information, the selected vendor shall have proven experience in properly and securely handling Health Insurance Portability and Accountability Act (HIPAA) protected information*(Provide 3 References to confirm experience specification – See Experience Section)*			
The selected vendor shall have experience deploying the solution in public safety agencies of similar size based on record volume (325,000 calls per year) and population (435,654 residents) *(Provide 3 References to confirm experience specifications – See Experience Section)*			

EXPERIENCE

Prospective vendors **must** have not less than 10 years of **combined** experience providing services outlined in the bid for at least 3 public safety governmental or non-governmental entities of at least the same size and level of complexity as the scope of services outline in this bid. List of all entities should be identified below:

Name of Entity	Entity Contact Person Name	Contact Person Telephone Number

BIDDER'S ORGANIZATION
BIDDER IS:

AN INDIVIDUAL
Individual's Name: _____

Doing business as: _____

Address: _____

Telephone No.: _____ Fax No.: _____

A PARTNERSHIP
Firm Name: _____

Address: _____

Name of person authorized to sign: _____

Title: _____

Telephone No.: _____ Fax No.: _____

A LIMITED LIABILITY COMPANY
Company Name: _____

Address: _____

Name of person authorized to sign: _____

Title: _____

Telephone No.: _____ Fax No.: _____

A CORPORATION
IF BID IS BY A CORPORATION, THE CORPORATE RESOLUTION SHOULD BE SUBMITTED
WITH BID.
Corporation Name: _____

Address: _____

State of Incorporation: _____

Name of person authorized to sign: _____

Title: _____

Telephone No.: _____ Fax No.: _____

**IF BID IS BY A JOINT VENTURE, ALL PARTIES TO THE BID SHOULD COMPLETE
THIS FORM.**

CORPORATE RESOLUTION

A meeting of the Board of Directors of_____a corporation

organized under the laws of the State of_____and domiciled in

was held this_____day of_____, 20 ___and was attended by a quorum of the members of the

Board of Directors.

The following resolution was offered, duly seconded and after discussion was unanimously adopted by said quorum:

BE IT RESOLVED, that_____is hereby authorized to submit proposals and execute agreements on behalf of this corporation with the City of Baton Rouge, and Parish of East Baton Rouge.

BE IT FURTHER RESOLVED, that said authorization and appointment shall remain in full force and effect, unless revoked by resolution of this Board of Directors and that said revocation will not take effect until the Purchasing Director of the Parish of East Baton Rouge, shall have been furnished a copy of said resolution, duly certified.

I,_____, hereby certify that I am the Secretary of_____,
a corporation created under the laws of the State of_____ domiciled in_____;
that the foregoing is a true and exact copy of a resolution adopted by a quorum of the Board of Directors
of said corporation at a meeting legally called and held on the_____ day of_____, 20____, as
said resolution appears of record in the Official Minutes of the Board of Directors in my possession.

This_____ day of _____, 20____.

_____
SECRETARY